



Organizational & Employee Development Services
Creating the best public workforce in the nation.

FEATURED COURSES

LEADERSHIP DEVELOPMENT

- Consulting & Coaching Services
- Leadership for a Sustainable Future

HUMAN RESOURCE

- Career Development
- Recruitment & Hiring
- Employee Relations
- Training & Development
- Compensation
- Record Keeping
- Performance Evaluation & Management

COMPUTER TRAINING

- PC End User Training
- Information Technology

PROJECT MANAGEMENT

- Project Management Certification Program
- U of W Project Management Certificate Program

INVESTIGATOR TRAINING

RISK MANAGEMENT

- Defensive Driving
- Diversity
- Domestic Violence
- First Aid
- Government Ethics
- Health & Safety
- HELP II
- Sexual Harassment

PROFESSIONAL TRAINING

- Management Framework
- Personal Development
- Presentation Design & Delivery
- Records Management Rules & Practices
- Meetings & Facilitation
- Government to Government
- Written Communication
- Interpersonal Communication

HRMS TRAINING

eLEARNING

INTERPERSONAL COMMUNICATION

Assertive Communication (01-03-E075)

Space available in the September 22, 2009 ~ Olympia

This course provides you with an understanding of what assertive communication is and why it is crucial to develop an assertive behavior on the job. The skills taught in this course are designed to help you present yourself and your ideas in a more positive and professional manner...

WRITTEN COMMUNICATION

Editing Skills Review (1 day) (01-03-EW55)

Space available in the August 24, 2009 ~ Olympia

This course will help you acquire essential editing skills for every form of writing. You will learn how to edit the work of others as well as your own. You will also gain confidence as an editor. You will learn the "Dos" and "Don'ts" of self-editing and editing for others...

LEADERSHIP DEVELOPMENT

The Language of Leadership (01-09-M308)

Space available in the September 9, 2009 class ~ Olympia

This course is aimed at helping you develop your leadership potential. You will learn how to communicate in a more positive, optimistic, and empowering manner to help encourage commitment and self-confidence in others...

COMPUTER

SharePoint Developer – Level 1 (3 days) (01-04-T661)

SharePoint is the next generation of content management. In this course you will discover how to utilize the components of SharePoint to implement your business requirements. You will explore SharePoint's most basic functionality and cutting-edge features that modern applications require...

PROJECT MANAGEMENT

Project Management Certificate Program - University of Washington (01-14-T013)

In this certificate program you will examine project management knowledge areas and processes, integrating technical tools with leadership and communication skills. A Certificate in Project Management from the University of Washington will be awarded to you upon successful completion of this program.

INVESTIGATOR TRAINING

Investigator Training Core (2 days) (01-14-IV01)

Olympia class: September 8, 2009

Spokane class: September 28, 2009

This course meets the requirements of Executive Order 98-02 (Training and Protocols for State Investigators). This course has been designed for state employees with investigative responsibilities. It will provide you with basic, yet generic, and widely applicable concepts, skills, and techniques needed to properly conduct an investigation from its beginning to its conclusion...

HUMAN RESOURCES

SHRM Learning System Workshop (01-14-ET15)

Begins September 2009 ~ Olympia

This course is designed to give you, the human resource professional, an in-depth knowledge of current human resource practices. **The SHRM Learning System** is a comprehensive training program that helps prepare you for the Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification exam...

CUSTOMER SERVICE

Customer Service: Maintaining A Positive Attitude (01-03-E077)

Space available in the September 14, 2009 ~ Olympia

How you choose to deal, react to, and treat customers is influenced by attitudes, judgments, biases, and assumptions. This course will teach you essential interpersonal communications skills that will assist you in dealing effectively with difficult customers and situations...

WORKSHOPS FOR TIMES OF TRANSITION

Confronting the Tough Stuff: Communication Through Change (01-16-HR66)

August 20, 2009 ~ Olympia

Just like change, communication is an ongoing process. This workshop will help managers respond to fallout from change, as well as provide effective techniques to manage formal and informal communication within their organization...

Rebuilding Trust and Confidence (01-16-HR65)

August 31 and September 24, 2009 ~ Both classes in Olympia

Following organizational change, employees are sometimes mistrustful and managers might be unsure about what lies ahead for their team and organization. In this workshop, we will explore these typical responses to change and learn ways to inspire confidence in management and the organization...

Normalizing the New Workplace (01-16-HR68)

September 3 and September 29, 2009 ~ Both classes in Olympia

Once a major change has happened in the workplace, managers find themselves asking, "Where do we go from here?" In this workshop, participants will learn how to define new team roles and responsibilities in ways that will ensure staff support, as well as effective methods to determine and implement a solid course of action...

Change Management: Finding the "Up" in Upheaval (01-16-HR57)

August 24, 2009 ~ Olympia

With today's economic uncertainties and transition challenges, managing change is critical for everyone. In this action-oriented workshop you will study the cycle of change in the workplace, typical responses to change, and how to manage resistance...

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Reasonable Accommodation Information - Visit our website or call 360-664-1921

Business Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.

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